

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000107330

ORIGINAL

ARIZONA CORPORATION COMMISSION

February 16, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached **42** customer comments OPPOSING the above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

FEB 16 2010

DOCKETED BY

MA

AZ CORP COMMISSION
DOCKET CONTROL

2010 FEB 16 P 3:54

RECEIVED

10/10/10

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone

Fax

Priority: Respond Within Five Days

Opinion **No.** 2010 84963

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Lisa **Last:** Donohue

Account Name: Lisa Donohue

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

Is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City (water-sewer-consolidation)

From: Lisa Donohue [mailto:

Sent: Tuesday, February 09, 2010 1:53 PM

To: Lisa Donohue

Subject: Rate Consolidation and Increases, Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343

February 9, 2010

Utility Name: Arizona-American Water Company, Inc.

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Re: Rate Consolidation and Increases

I oppose any rate increases for Arizona-American Water Company and request that Arizona Corporation Commission does not approve either. Any increase will place a severe financial burden on many Sun City residents. During the current economic downturn we have seen our home values decrease, our retirement accounts decline and a freeze in our Social Security income. Meanwhile, we have had increases in our electric rates, our various association fees, medical insurance premiums, health related costs, food prices and much more. We just can't continue paying out more when we have less income. If the trend continues, more people will be forced from the homes. Perhaps, Arizona-America Water Company should be required to curtail unnecessary expenses and tighten their belts similar to what its customers must do in order to survive.

I would also like to express my opposition to consolidating water rates on a regional basis and averaging the costs. As a long-standing established community, Sun City residents should not have to pay for other "newer"

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

and expansion service areas. Our infrastructure has been in place for an extended period of time and we paid our own way back then. We receive no benefits from "improvements" done for other locales that Sun City might be consolidated with. Consolidation appears to run in the vein of taxation without representation.

Additionally, bundling cases does not allow fair representation of the specific concerns of effected consumers. I heartily encourage the Commission to resist streamlining operations at the expense of the consumer.

Respectfully submitted,
Lisa Donohue

Sun City AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

Noted and filed in Docket Control by Carmen Madrid

End of Comments

Date Completed: 2/12/2010

Opinion No. 2010 - 84963

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: \

Fax: (

Priority: Respond Within Five Days

Opinion **No. 2010** **84918**

Date: 2/10/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Mrs. Eva M.**

Burkett

Account Name: Mrs. Eva M. Burkett

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Sun City, Arizona 85351
February 8, 2010

Arizona Corporation Commission
Consumer Service Section
1200 W. Washington Street
Phoenix, Arizona 85007

Dear Sirs:

As a senior citizen living on a fixed income, I object to any consolidation and rate increase.

Arizona-American Water Company, Inc.

Docket No. W-01303A-09-0343 and SW-01303A-09-0343

Sincerely,

(Mrs.) Eva M. Burkett
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

February 10, 2010

Mrs. Eva M. Burkett

Sun City, AZ 85351

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

Dear Mrs. Burkett;

Your correspondence regarding the Arizona-American Water Company ("Arizona-American") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona-American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst I
Utilities Division
End of Comments

Date Completed: 2/10/2010

Opinion No. 2010 - 84918

W. 01303A-09.0343
SW. 01303A-09.0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84897

Date: 2/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Ron Klemm

Account Name: Ron Klemm

Home: (000) 000-0000

Street: Robinson Dr.

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8/10 W-01303A-09-0343 SW01303A-09-0343 SUN CITY

February 3, 2010

Arizona Corporation Commission, Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

RE: Arizona-American Water Company Inc. Docket Numbers : W-01303A-09-0343, SW-01303A-090343 Rate Consolidation and Increases.

As year round residents of Sun City, we strongly oppose the rate increases requested by Arizona-American Water Company.

Ron and Sharon Klemm

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/9/2010

Opinion No. 2010 - 84897

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

W. 01303A-09-0343
SW. 01303A-M. 0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84847

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Guenter**

Haab

Account Name: Guenter Haab

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

W 01303A-09-0343 SW 01303A-09-0343 Sun City

RE; Rate Consolidation and Increases
Guenter W. Haah

Sun City, Az 85351-4529

Phone:

Utility Name: Arizona-American Water Company, Inc.

Docket Number: W-01 303A-09-0343 and SW-01 303A-09-0343

Re: Rate Consolidation and Increases.

Arizona Corporation Commission made a proposal to consolidate Geographical districts in bundling them together and averaging differing cost for each district into a single rate.

Consolidation/ bundling process is detrimental to Sun City, as we will have to pay the cost in other districts to treat their water that our water does not require.

The request by Arizona-American Water Company, Inc to increase rate of 27.7% for water and wastewater by 40.8% will put a burden not only on Sun City Rec. Centers, but ultimately on the residents that will have to pick up the extra in annual property assessment, that have gone up year after year because of the steady increase at utility rates.

There are many residents that have a hard time to pay their bills and depend on donations from other residents and the amounts that are requested is way overboard..

There is no raise in Social Security for the next two years and electric bills , gas and other increases have rocketed, but no one our age is able to go out to earn extra money to cover all that

My own electric bill has gone up by about 50% within one year due to a long and hot summer, income the same.

There also is an extra \$25 that is taken out for my health insurance and some of our medications have increased. We are only one. but this multiplied by thousands makes a big dent what we have available.

Is it not the obligation by the Mzona Corporation Commission to protect us from such company "Trickery"?

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I just hope that our concern will be met with a proper decision.

Respectfully

Guenter W. Haab

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed W 01303A-09-0343 SW 01303A-09-0343

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84847

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84878

Date: 2/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Loren & Chere Klein Enright

Account Name: Loren & Chere Klein Enright

Home: ()

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** ()

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

(Docket Nos. W-01303A-09-0343 AND SW-01303A-09-0343)

I do not believe it is fair to charge Sun City residents for the extra costs associated with offering water and wastewater at other locations near Sun City. I do not believe averaging the costs of several municipalities which would result in a huge increase directly to Sun City is appropriate for this community. Why should we pay more to cover other cities costs.

Thank you.

Chere Klein Enright & Loren Enright

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/09/10

Emailed to Carmen Madrid in Phoenix to docket.

Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343

FILE CLOSED.

End of Comments

Date Completed: 2/9/2010

Opinion No. 2010 - 84878

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W 01303A-09-0343

SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84816

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Marjorie Loveday** **Gordon**

Account Name: Marjorie Loveday Gordon

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone: (602) 315-2107

Nature of Complaint:

Commissioners:

From what I have read, the water in the Sun City District is the best in the area. This Consolidation purposed by Arizona-American Water Company is lacking merit on that point alone. It is a deceitful attempt to use the Sun City district (a lower cost water district) to off set the higher costs of water treatment for areas that have much higher costs related to water treatment. Being a Sun City Resident I will be penalized three times for this action.

One, it will raise water costs of home owners in a retirement community most of whom are on fixed incomes.

Two, raise the water cost to the Recreation Centers of Sun City used by the same retired persons on those fixed incomes.

Three, each homeowner of Sun City is required to pay for the Recreation Centers which will have to be raised if the Arizona- American Water Company is allowed to get away with this move.

Please represent us by leaving Sun City Home Owners out of this consolidation

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/8/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 84816

W. 01303A-09-0343
SW. 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 84802

Date: 2/5/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **John & Marilyn**

Richling

Account Name: John & Marilyn Richling

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

W-01303A-09-0343 SW 01303A-09-0343 SUN CITY

RATE CONSOLIDATION AND INCREASES
W-01303-090343 SW -01 DOCKET NUMBER
ARIZONA AMERICAN WATER

This letter is from : John and Marilyn Richling, Sun City AZ. 85373. Phone number:
E-mail jr3me@yahoo.com or jrichling@cox.net. Our ACCOUNT NUMBER IS:
AND PREMISE NUMBER: IS e are billed by AZ AMERICAN WATER

We have had so many increases in everything since the economy has taken a downhill trend we do NOT need to be grouped together with families that use a lot more water then those living in Sun City. We have many winter visitors who use very little if any water 6 months out of the year since they are what we round the year Sun City people call SNOWBIRDS. We use such a basic amount of water we have NEVER gone over the limit given to us and we have a small pool. So if you were to increase our rates we would be forced to get ride of the pool and most of our landscape. This place would not attract very many people to retire here if we have no scrubs or trees to decorate the desert landscape. We would definitely have a water run off problem if we were just desert. So please include our vote to increase as a negative NO INCREASE vote. Most people that live in Sun City year round have sold their homes and come from else where to retire here and are on fixed income as we are and any increase could cause many to go into government relief programs which are now over flowing

Opinion No. 2010 - 84802

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/4/10

Dear Mr. West,

Your emailed comments have been received and placed on record.

Staff appreciates the interest you have taken in the Arizona American Water rate case.

Please feel free to contact the Commission with any concerns in the future.

Sincerely,

Trish Meeter
Arizona Corporation Commission
Consumer Analyst
Utilities Division

(
End of Comments

Date Completed: 2/5/2010

Opinion No. 2010 - 84798

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 84800

Date: 2/5/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Baxter and Linda**

La Porte/Tatlock

Account Name: La ProteTatlock

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/4/10

SW 01303A-09-0343

SUN CITY

W 01303A-09-0343

From: Baxter Laporte & Linda Tatlock [REDACTED]
Sent: Sunday, January 31, 2010 10:51 AM
To: Stump-Web; Kennedy-Web; Mayes-WebEmail; Pierce-Web; Newman-Web
Subject: VOTE NO TO WATER CONSOLIDATION

Utility Name: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343
Re: Rate Consolidation and Increases

Dear Commissioners,

Sun City has great water rights. It is not beneficial to the Sun City seniors living on fixed income (some in the poverty level) to consolidate with surrounding communities that do not have comparable water rights. To do so will affect the watering costs for the Recreation Centers of Sun City, Inc., which has an active lien on our properties to pay their bills. What they pay is passed along to the homeowners. So, we would pay more for personal use and for watering the golf courses.

VOTE NO ON WATER CONSOLIDATION. Sun City should stand alone. Thank you for your consideration.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Baxter Laporte & Linda Tatlock

Sun City, AZ 85351-4554

tatlock@cox.net

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/5/2010

Opinion No. 2010 - 84800

Opinion No. 2010 - 84801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **84797**

Date: 2/5/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Jacqueline & Victor Riley**

Account Name: Jacqueline & Victor Riley

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: S

Contact Phone:

Nature of Complaint:

2/5/10 W 01303A-09-03463 SW 01303A-09-0343 SUN CITY

From: JRpanaz@aol.com [1]
Sent: Monday, February 01, 2010 10:52 AM
To: Utilities Div - Mailbox
Subject: Arizona-American Water Co., Inc.

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343
Re: Rate Consolidation and Increases

To Whom it May Concern:

This e-letter is of grave concern to me, and my fellow Sun Citians. Please continue to administer rates that are unique to each geographic district. "Bundling" many districts with varying rates to average a rate for everyone is not acceptable; nor is it fair. We should not be assessed and penalized for what is other districts costs and circumstances.

Do you really have a clue (or a heart) regarding this community? I personally know of many, many residents that barely eke out an existence. Many have to have someone live with them just so they can manage food on their table and a meager living. It is shocking when I am told what some of them live on - their entire monthly income is below poverty level. They have no means to "raise" their income. PLEASE be considerate of them in making your decisions regarding these water rates and KEEP our geographic water district separate so that we pay for what is ours, and not pay for what is THEIRS. I implore you to not make some of our elderly have to

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

choose between their medications and paying increased water rates.

Trusting that you will be considerate of OUR circumstances and let our rates continue as they now are,

Sincerely,
Jacqueline A. Riley and Vincent J. Riley

Sun City, Arizona 85373

(REDACTED)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/5/2010

Opinion No. 2010 - 84797

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2010 84722

Date: 2/3/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Jody M.

Ryan

Account Name: Jody M. Ryan

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

I am totally opposed to the rate increase being requested by The Arizona American Water Company. I can't believe that with the current economic situation of our country right now that they would even think of requesting a rate increase. Those of us living in Sun City can little afford to spend more on utilities when the price of medical care, gas and groceries continues to rise every day. Please do not approve this rate increase.

Jody M. Ryan

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

Noted and filed in Docket Control by Trish Meeter.

End of Comments

Date Completed: 2/3/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 84722

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84971

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By:

Don & Vicki

Schordje

Account Name:

Don & Vicki Schordje

Home: (000) 000-0000

Street:

N/A

Work: (000) 000-0000

City:

N/A

CBR:

State:

AZ

Zip: N/A

is: E-Mail

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/12/10 *****RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: SUN CITY WEST WATER DISTRICT- CONSOLIDATION - OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

From: Vicki Schordje

Sent: Tuesday, February 09, 2010 5:43 PM

To: Mayes-WebEmail; Pierce-Web; kenedy-web@azcc.gov; Newman-Web; Stump-Web

Subject: Consolidation of water rate districts

Dear Commissioner,

This memo is to advise you that we oppose consolidation of Arizona American Water Districts into one single district.

It is unfair to communities such as Sun City which require minimal treatment to bring it's water to potable standards.

Sun City should not be required to subsidize the surrounding communities with an exhorbadent rate increase in order to keep their increases minimal.

Please vote no on the consolidation proposal, since it is fundamentally unfair.

Don and Vicki Schordje

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

2/12/10 Comments entered for the record and docketed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed:

Opinion No. 2010 - 84971

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 84959

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Lorraine **Last:** Castelein

Account Name: Lorraine Castelein

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR: n/a

State: AZ **Zip:** 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

To: Arizona American Water Co, Inc
Docket W-01303A-09-0343
Re: Rate Consolidation & Increase

Chair Person: Kristen Mayes
Gary Pierce
Sandra Kennedy
Paul Newman
Robert Stump

As an 86 year old single retired person with a limited income, I object to such a large increase in the water rate in Sun City due to your plan to consolidate & bundle geographic districts. Please consider a different plan. Raise rates in areas where needed, not in Sun City. Thank you for listening

Sincerely,
Lorraine J. Castelein

Lorraine Castelein

Sun City, AZ 85351-4111
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/12/10 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/12/2010

Opinion No. 2010 - 84959

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion **No. 2010 - 84958**

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Lorraine **Last:** Schmidt

Account Name: Lorraine Schmidt

Home: _____

Street: _____

Work: (000) 000-0000

City: Sun City

CBR: n/a

State: AZ **Zip:** 85351

is: E-Mail

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: _____

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

Attention Rate Consolidation & Increases

Arizona Corporation Commission Commissioners

Please do not allow Arizona American Water to increase Sun Cities Current water rates or bundling.
Most Sun City residents are senior citizens living on fixed Social Security pensions, with no cost of living increase for 2010.

Inflation is rampant, Seniors losing their homes, medicine and medical costs increasing ridiculously and gas prices on the rise.

CEO's and Big Corporations seem to be only interested in money, not the Consumer.

Please do no inflate prices and rob us of our resources and dignity.

Please assist the elderly.

Lorraine Schmidt

Sun City, AZ 85351
623-875-6877

Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

2/12/10 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/12/2010

Opinion No. 2010 - 84958

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010 - 84957**

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Patricia**

Warszawski

Account Name: Patricia Warszawski

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: n/a

State: AZ **Zip:** 85351

is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

A.C.C.

Consumer Services Section:

2/6/2010

I am opposed to
Rate Consolidation and increases for Arizona-American Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343.

Patricia Warszawski

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/12/10 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/12/2010

Opinion No. **2010 - 84957**

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 84956

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Willie **Stamps**

Account Name: Willie Stamps

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR: n/a

State: AZ **Zip:** 85351

is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

Feb. 06, 2010

Willie S. Stamns

Sun City, AZ 85351

Arizona-American Water Co. Inc.

W-01303A-09-0343

SW-01303A-09-0343

Re: Rate Consolidation and Increases

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/12/10 Comments noted for the record and docketed. CLOSED.

Unable to find a telephone number to reach customer.

End of Comments

Date Completed: 2/12/2010

Opinion No. 2010 - 84956

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 84955

Date: 2/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Anne N**

Gaarder

Account Name: Anne N Gaarder

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85351

is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

Name: Anne N. Gaarder

Address:

Phone number:

Email:

Utility Name: Arizona American Water Co., Inc.

Docket No. W-01303A-09-0343 and SW-01303A-09-0343

Position on the Docket: CON

I am on 81-year old widow on a fixed income. There are many like me living in Sun City. The proposed increases in water and wastewater are sizeable and will make it even more difficult to us to make ends meet. Please, please reconsider.

Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/12/10 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/12/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 84955

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: (602) 542-2123

Priority: Respond Within Five Days

Opinion No. 2010 84799

Date: 2/5/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Marci **Last:** Williams

Account Name:

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

2/5/10 W 01303A-09-03463 SW 01303A-09-0343 SUN CITY

We are permanent not snowbird residents of Sun City and cannot allow for another utility increase as we are on a fixed income and our investments like alot of other folks have not done good and with no SS increase, it is making it harder for ends to meet. We had our RCSC increased this year by 4 % to cover electric and maintenance costs of our rec centers which is OK and I am sure some of that money goes for water for the pools and showers etc. But an increase of 27.7 and 40.8 % is just way out of line, we as Condo owners don't have individual meters, so we pay equal into the pot regardless of what are neighbors or us may or may not use. There is no control for us. We understand you need an increase, I am willing to go 2 % and 1 %, as a homeowner..but not what you are proposing, don't make us move back to Ohio, because of water. And if the majority of this inCrease is due to watering those golf courses, then a "fee" for water should be tacked onto the golfers, not the homeowners...fair is fair... Thank-you...

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/5/2010

Opinion No. 2010 - 84799

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 84859

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James**

Friedrich

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8 W-01303A-09-0343 SW-01303A-09-0343 SUN CITY

This is totally unfair, We are seniors on Social Security and Pensions. Worked all of our lives, and now you want to take what we have left from us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84859

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 84855

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
Cyrus Walton

Account Name: Cyrus Walton

Home

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8 W-01303A-09-0343 SW-01303A-09-0343 SUN CITY

My wife does not have a retirement and I am on a fixed income. With todays economy, if you increase out utility rates any more, it will bring a burdonsome financial hardship on us. We do not want to be bundled with the other communities. Our utility name is Arizona-Amwerican Water Company, Inc.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84855

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 84861

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Marie**

Beernink

Account Name: Marie Beernink

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8 W-01303A-09-0343 SW-01303A-09-0343 SUN CITY

I am opposed to the consolidation since Sun City by itself has a favorable water report and others do not. Therefore, the consolidation would increase the cost to Sun City in order to improve the surrounding area's water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84861

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84856

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Francis

Noto

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: , ,

Nature of Complaint:

2/8 W-01303A-09-0343 SW-01303A-09-0343 SUN CITY

We (my wife & I) are totally against Consolidation and the proposed rate increases in water and wastewater.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84856

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84858

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Marieda

Shiple

Account Name:

Home: (000) 000-0000

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85373

is:

Utility Company: Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8 W-01303A-09-0343 SW-01303A-09-0343 SUN CITY

I am against consolidating Sun City water with other districts. Since Sun City uses only ground water, it seems unfair that we would share water purification costs for the outhur districts. Also, the increase in cost would be a hardship on the laerge number of fixed income retirees living in Sun City.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84858

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84860

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Daniel

Downs

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8 W-01303A-09-0343 S W-01303A-09-0343 SUN CITY

The Retirement community of Sun City has it's own water supply and it is not fair to lump us in with all the other districts which would raise our costs with others such as Anthem. The costs to the Rec Centers for water and electric alone would make it impossible for seniors living in this area to afford to continue to pay these increases.

Please reconsider these raises for this retirement area.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84860

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 84857

Date: 2/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Mary Ruty**

Linde

Account Name:

Home: (000) 000-0000

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85373

is:

Utility Company. **Arizona - American Water Company**

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8 W-01303A-09-0343 SW-01303A-09-0343 SUN CITY

I do not believe it is necesasry to make this change in Sun City and I do not want to have my water rate increased.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/8/2010

Opinion No. 2010 - 84857

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ---

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84942

Date: 2/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Jean Last: Campbell

Account Name: Jean Campbell

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR: [REDACTED]

State: AZ Zip: 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City (CONSOLIDATION)

I oppose the consolidation of water districts because it will result in higher expense for our district without providing any real benefit. I also understand that this measure will block potential assistance to mitigate any increases needed to treat the water, if those should become necessary at some point in the future.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

Noted and filed in Docket Control by Carmen Madrid

End of Comments

Date Completed: 2/11/2010

Opinion No. 2010 - 84942

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84896

Date: 2/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John

Lupis

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/8/10 W-01303A-09-0343 SW01303A-09-0343 SUN CITY

I strongly oppose the proposed Sun City water and wastewater rate consolidation and increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/9/2010

Opinion No. 2010 - 84896